

# CONTINUOUS QUALITY IMPROVEMENT (CQI)



## Adult Protective Services

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**Our Vision:** To prevent and reduce harm to vulnerable adults from abuse, neglect, and exploitation utilizing the least restrictive methods.

**Our Commitments:**

1. Adults have the right to be safe
2. Adults retain all their civil and constitutional rights unless a court adjudicates otherwise
3. Adults have the right to accept or refuse services
4. Adults have the right to make decisions that do not conform with societal norms as long as these decisions do not harm others

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# CHAPTER 1: Prevention and Early Intervention

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- **OUTCOME STATEMENT: COMMUNITIES WILL HAVE AN UNDERSTANDING AND OWNERSHIP OF PREVENTING AND INTERVENING IN THE PROTECTION OF VULNERABLE ADULTS FROM ABUSE, NEGLECT, OR EXPLOITATION.**
- **Goal Statement: Increase the public's awareness of the role of Adult Protective Services.**

## Adult Protective Services Intakes – Past 3 Years

### Strengths/Opportunities:

The number of accepted APS intakes has increased each year since 2008.

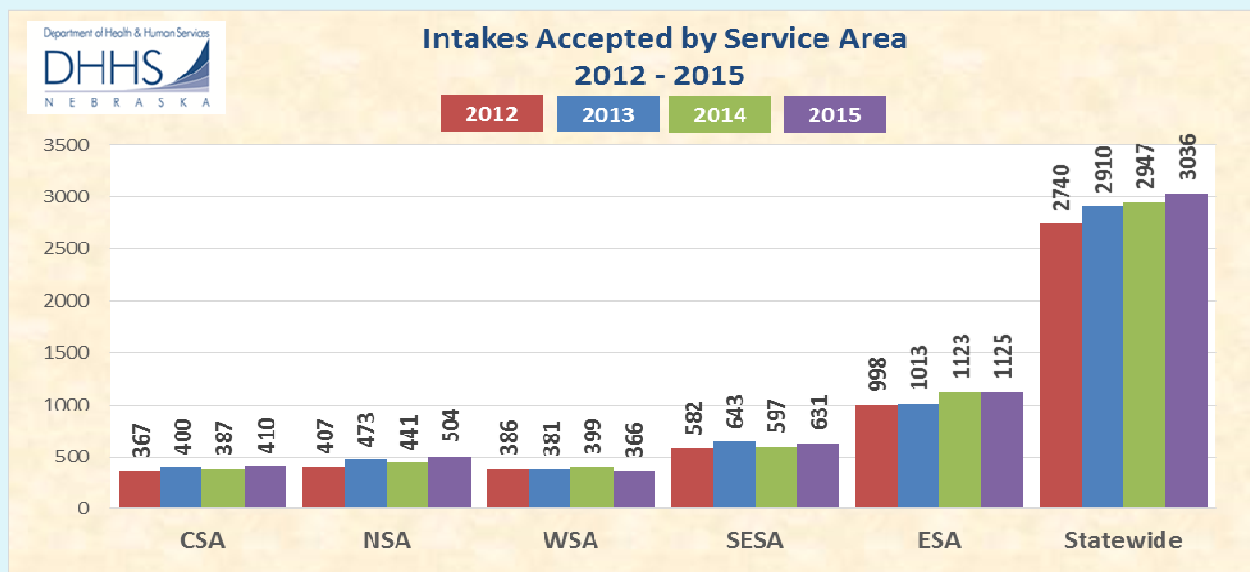
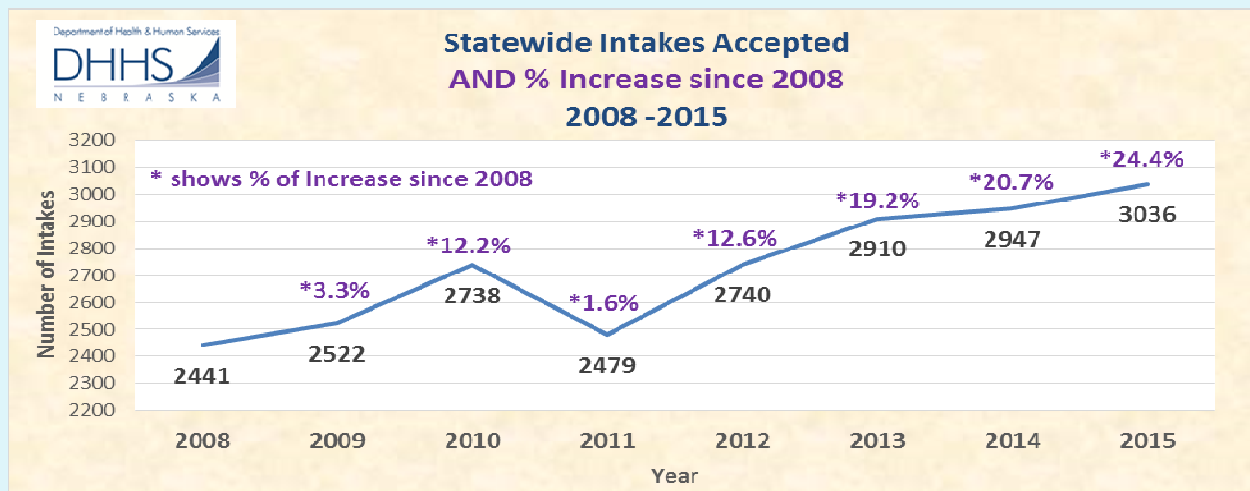
2014: Overall, there were 37 more intakes accepted than in 2013. Several service areas had a lower number of intakes received in 2014 than in 2013. (CSA, NSA, and SESA).

2015: Overall, there were 89 more intakes accepted than in 2014. CSA, NSA, SESA, and ESA saw an increase in the number of intakes throughout the year, while the WSA saw a decrease in the total intakes received throughout 2015.

### Barriers:

### Action Items:

What are the overall trends of accepted APS intakes over the past 3 years?



**Data Review Frequency: Monthly**



## Adult Protective Services Intakes – Past 3 Months

### Strengths/Opportunities:

June 2016: The state remains consistent at about a 25% acceptance rate based on intakes received by the hotline.

### Barriers:

### Action Items:

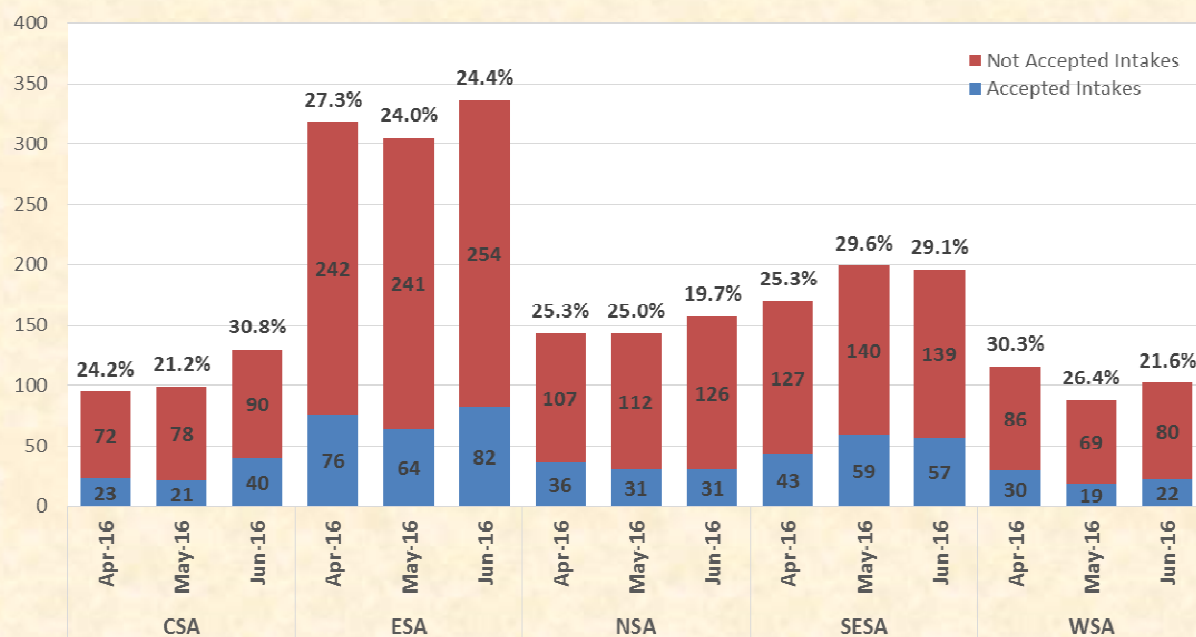
### Total accepted intakes for the current year (Jan 2016 - present):

CSA: 152  
ESA: 467  
NSA: 203  
SESA: 315  
WSA: 152

How many APS intakes are accepted vs. not accepted for each Service Area over the past 3 months?



### All Adult Protective Services Intakes Per Service Area



The data in this chart represents the number of accepted intakes and not accepted intakes for APS reports for each reporting month. The % at the top of each bar represents the percentage of intakes out of all intakes that were accepted for the reporting month.

This data reflects all the APS Intakes during the reporting month including accepted intakes and intakes not accepted. This data does not reflect multiple reporter intakes.

Source: 2016-06 Intake QA Report

Data Review Frequency: Monthly

## APS Recurrence Details

### Strengths/Opportunities:

October 2015: Statewide overall victim recurrence increased from 6.3% to 6.8%. Perpetrator recurrence increased from 2.4% to 2.9% during the new period under review.

April 2016: Statewide overall victim recurrence went to 6.6%. Perpetrator recurrence decreased to 2.7% overall.

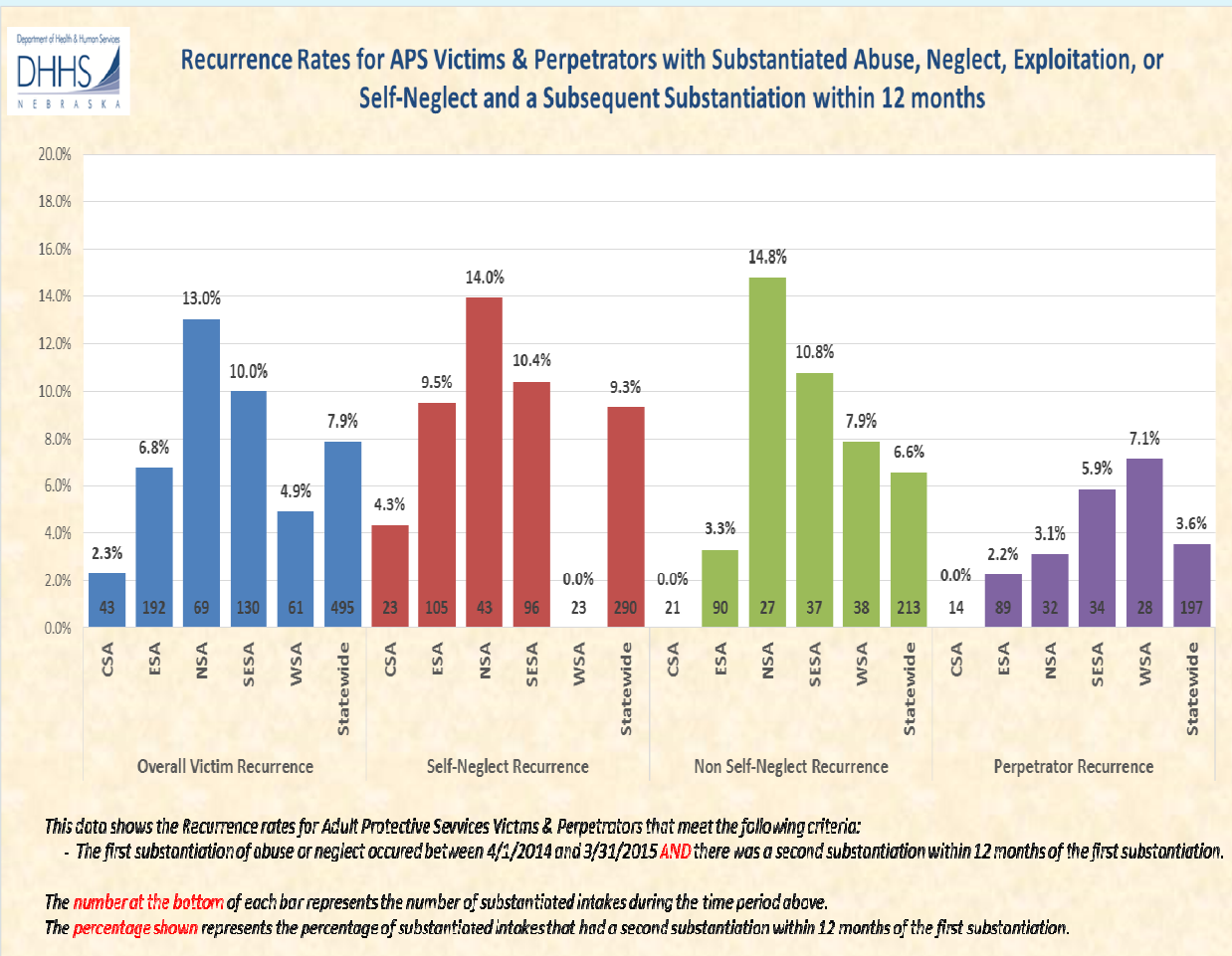
May 2016: Statewide overall victim recurrence increased to 7.9%. Perpetrator recurrence increased to 2.7% overall.

### Barriers:

### Action Items:

Data Review Frequency: Monthly

## What is the recurrence rate for Adult Protective Services victims & perpetrators on different types of intakes over time?



Source: 4.1.2014 to 03.31.2015 APS Recurrence Details

## APS Recurrence Trends

### Strengths/Opportunities:

May 2016: New chart illustrating the trends for statewide recurrence rates.

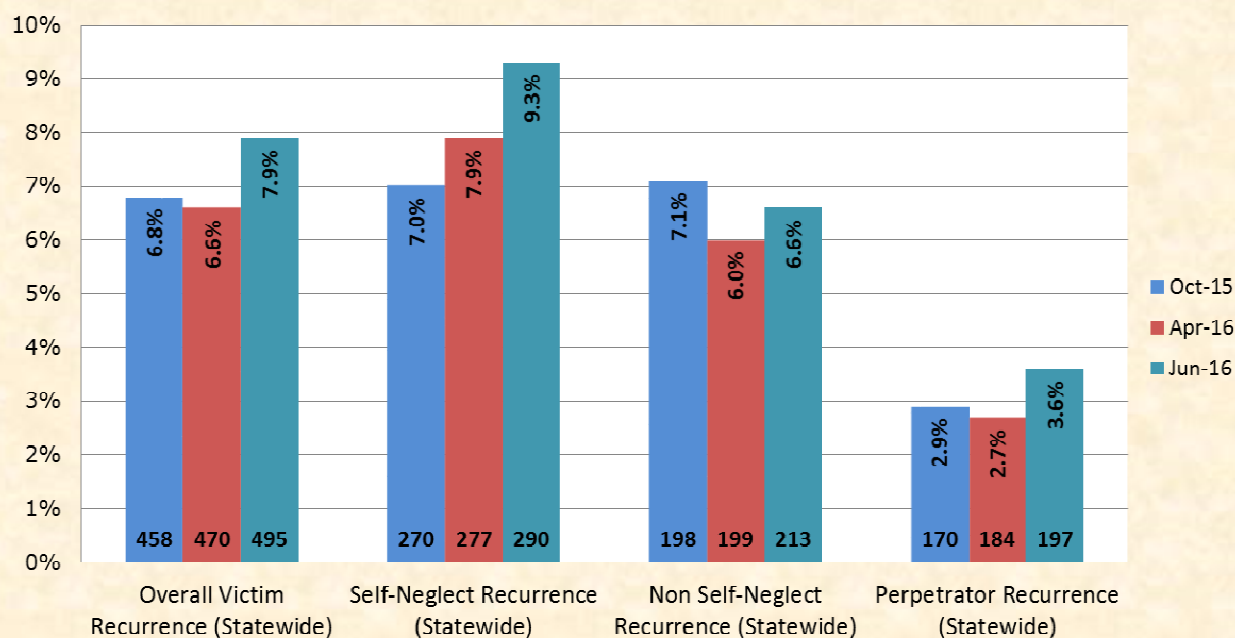
### Barriers:

### Action Items:

## What is the recurrence rate for Adult Protective Services victims & perpetrators on different types of intakes over time?



### Statewide Recurrence Rates for APS Victims & Perpetrators with Substantiated Abuse, Neglect, Exploitation or Self-Neglect and a Subsequent Substantiation within 12 months.



The month reflected is the month the data was presented at the APS CQI meeting, the review period for each period is outlined below:

-August 2016 (1st sub. occurred between 10/1/2013 - 9/30/2014 AND there was a 2nd sub. within 12 months of the 1st sub.)

-April 2016 (1st sub. occurred between 1/1/2014 - 12/31/2014 AND there was a 2nd sub. within 12 months of the 1st sub.)

-June 2016 (1st sub. occurred between 4/1/2014 - 3/31/2014 AND there was a 2nd sub. within 12 months of the 1st sub.)

- The number at the bottom of each bar represents the substantiated intakes during the time period identified above.

- The percentage shown represents the percentage of substantiated intakes that had a second substantiation within 12 months of the first substantiation.

Data Review Frequency: Monthly

Source: 4.1.2014 to 3.31.2015 APS Recurrence Details

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## CHAPTER 2: Safety

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- **OUTCOME STATEMENT: VULNERABLE ADULTS IN THE ADULT PROTECTION SYSTEM ARE SAFE.**
- Goal Statement #1: Adult protection and safety staff are committed to integrating Structured Decision Making into all aspects of work
- Goal Statement #2: Vulnerable adults will receive a timely response from Adult Protective Services
- Goal Statement #3: Adult Protective Services ensure the safety and dignity of vulnerable adults using the least restrictive interventions

## Intake Calls / Responses – All Calls & APS Breakout

### Strengths/Opportunities:

June 2016: This month had a significantly higher number of overall calls than last month.

APS Investigation calls went from 862 (14.0%) of all calls in May 2016 to 999 (17.1%) of all calls in June 2016.

### Barriers:

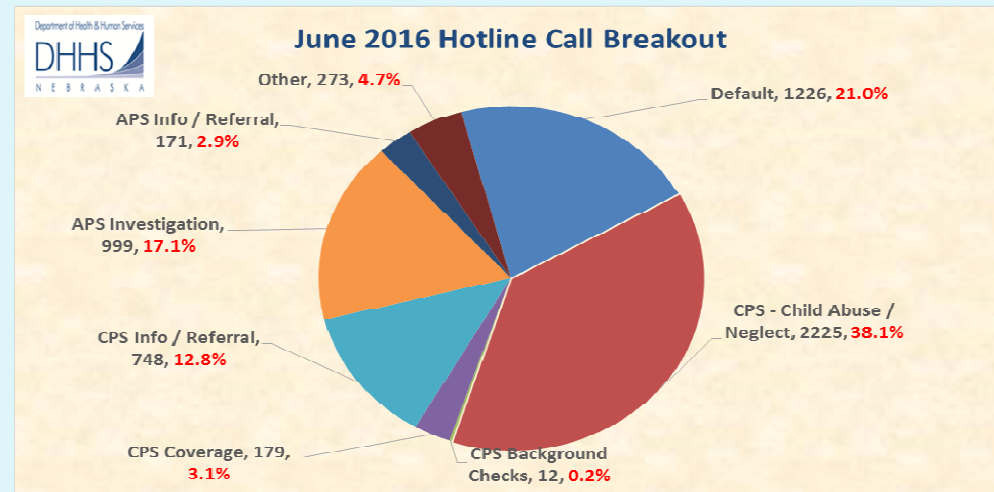
### Action Items:

Definitions for each type of call are below the chart.

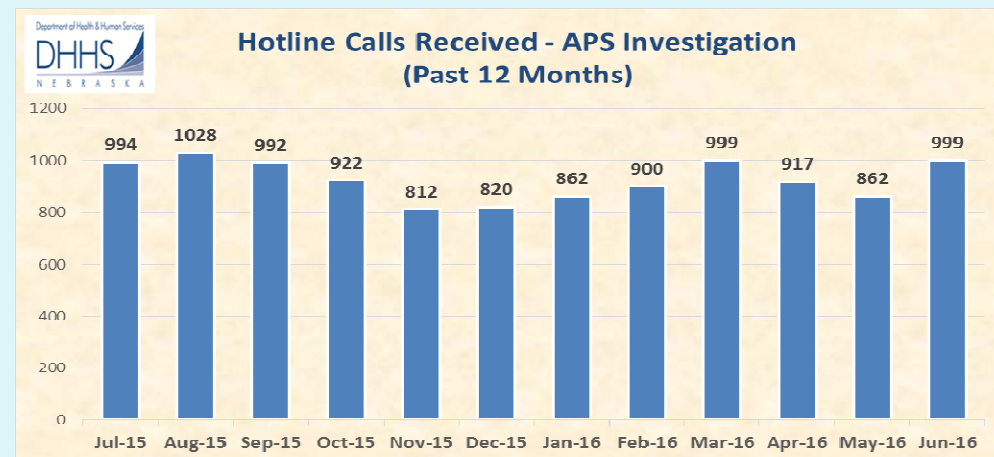
Source: Hotline ACD & LOB Data

**Data Review Frequency: Monthly**

## How many hotline calls received each month are screened as APS Investigations?



## What percentage of hotline calls answered each month were APS Abuse and Neglect calls or APS Info/Referral calls? (Current Report Month)



**APS Info / Referral:** Caller wants information or needs a referral to a community resource

**APS Investigation:** Caller intends to make an APS report

**CPS Info / Referral:** Caller wants information or needs a referral to a community resource for children

**CPS Coverage:** Caller needs information on an open case

**CPS Background Checks:** Requests for background checks to be completed for placement

**CPS Child Abuse/Neglect:** Caller intends to make a CPS report

**Default:** Calls not coded into the Line of Business system

**Other:** Calls that are general questions that do not fit into any of the other categories and do not generate a report, NFOCUS documentation, or notification to another HHS employee

## Intake Quality Measures – APS Only (3 Month Period)

### Strengths/Opportunities:

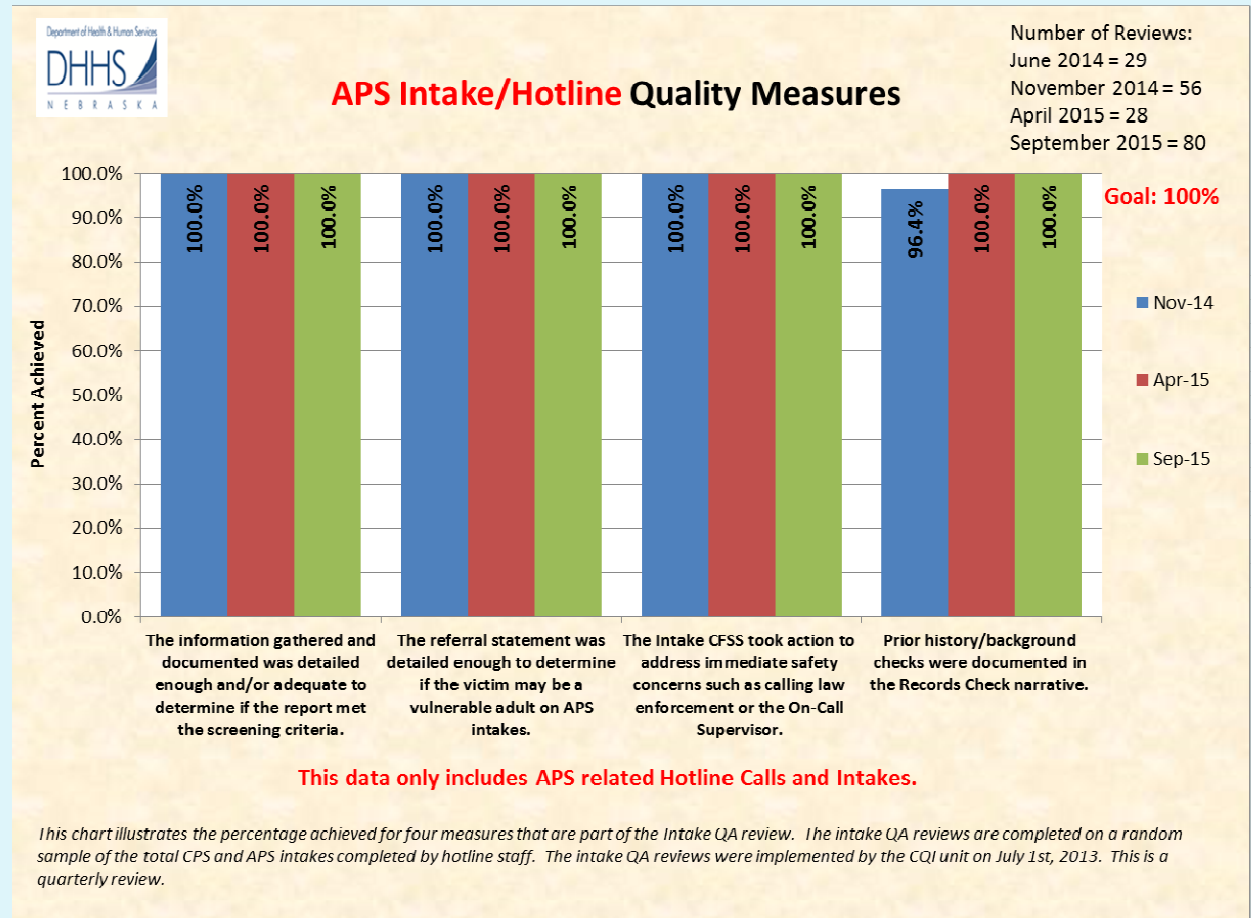
September 2015: Data indicates that APS intakes are received with enough detail to determine if the report met the screening criteria and if the victim may or may not be a vulnerable adult.

### Barriers:

### Action Items:

**Note: This is a quarterly review.**

## How well does the hotline adhere to expectations established for quality intake decisions?



**Data Review Frequency: Quarterly**



### Adult Protective Services Intakes vs. Vulnerable Adults (6 Month Period)

#### Strengths/Opportunities:

June 2016: Data now reflects all accepted intakes for the reporting month. Data is shown for previous months to allow all intake findings to be entered.

#### Barriers:

#### Action Items:

**The data in the charts reflects the months in which the intake was received. The months on the chart are shown to allow for the 60 day timeframe for intakes to be finalized.**

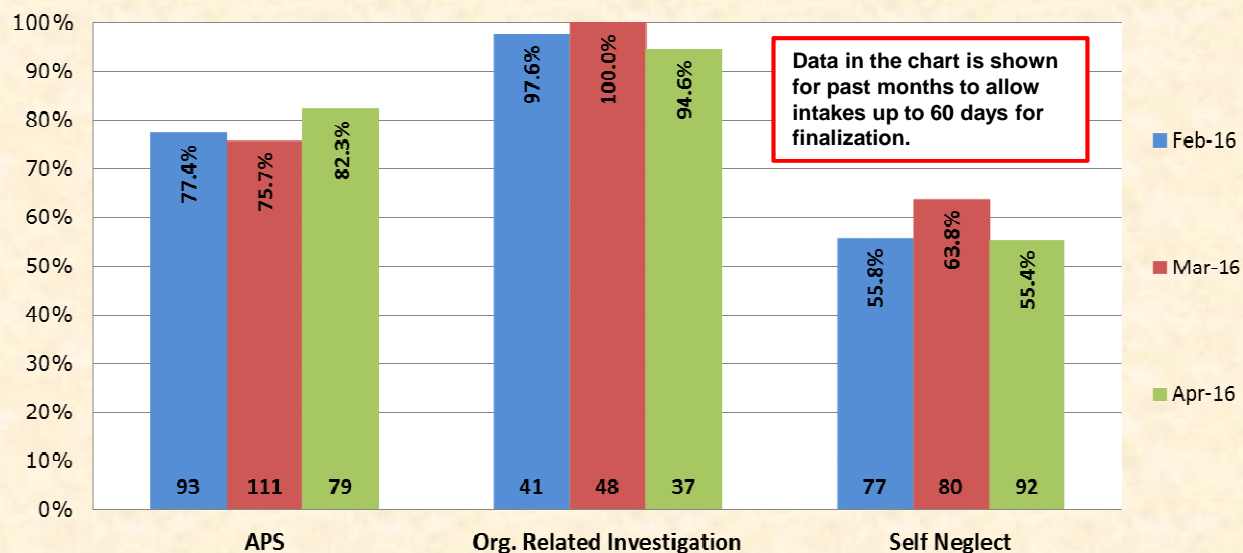
**Data Review Frequency: Monthly**

### How often are alleged victims found to be “vulnerable adults” on accepted perpetrated, Org. Related, and Self-Neglect intakes?



#### APS Accepted Intakes vs. Vulnerable Adults

**This data reflects all the Accepted APS, ORI, and Self-Neglect intakes for the reporting month.**



Data in the chart is shown for past months to allow intakes up to 60 days for finalization.

Month:	Accepted Intakes	Multiple Reporter	Findings Not Entered
Jan-16	238	30	17
Feb-16	230	19	19
Mar-16	235	35	12

This graph represents the percentage of adults who were found to be vulnerable on accepted APS intakes. The data is split out by intake type over a 3 month period.

The chart to the left shows the number of accepted intakes each month, and also how many intakes were listed as "Multiple Reporter" and "Findings Not Entered."

**Definitions will be added for the different types of intakes (Perpetrated, Org. Related, and Self-Neglect).**

**Vulnerable Adult: NRS (28-371):** Vulnerable adult shall mean any person eighteen years of age or older who has a substantial mental or functional impairment or for whom a guardian has been appointed under the Nebraska Probate Code.



## APS Face to Face Contact Timeframes (3 Month Period)

### Strengths/Opportunities:

April 2016: P2 and P3 face to face contact time frames are at 100%!

May 2016: P1's increased to 100% while P2's dropped slightly to 98.4%. P3's are 100% across the board for the last 3 months!

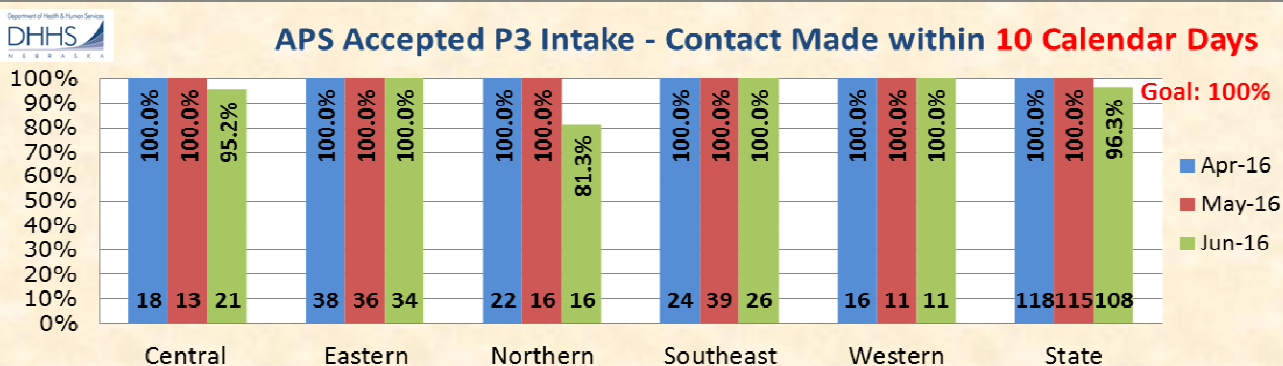
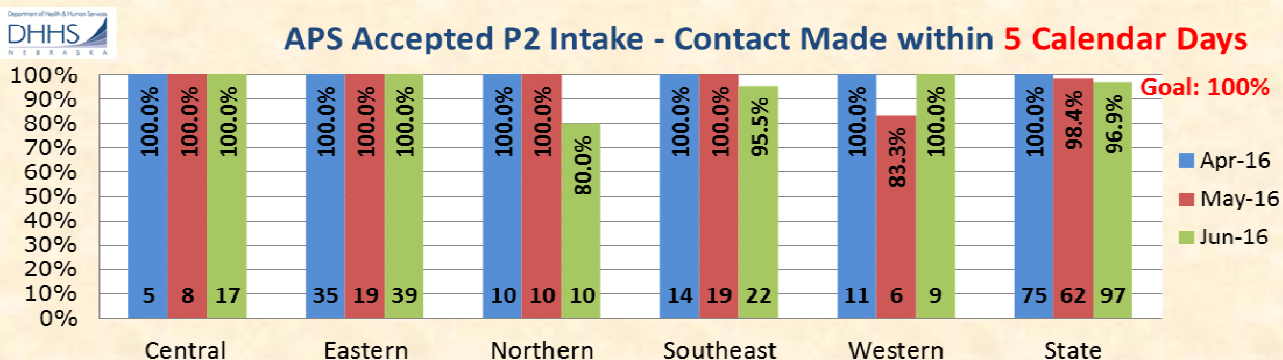
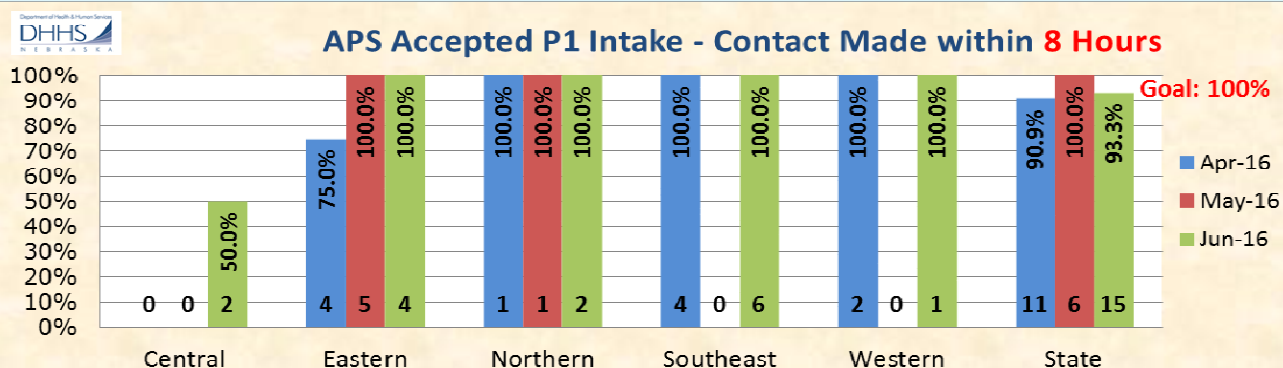
June 2016: Decrease in all 3 priority time frames since May 2016.

### Exceptions granted for intakes accepted in June 2016:

Exception Type	CSA	ESA	NSA	SESA	WSA
Unable to Locate	0	4	0	1	0
Refusal	1	2	1	0	0
Unable to Identify	0	0	0	0	0
Admin. Intake	0	0	0	0	1
Death of Victim	0	0	1	1	0
Law Enforce. Hold	0	1	0	0	0
<b>TOTAL EXCEPTIONS</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>1</b>

This data is measured for intakes accepted in June 2016.

## Is face to face contact with an alleged victim occurring within established priority time frames?



Data Review Frequency: Monthly

Note: Measures are from the APS Performance Accountability report on Infoweb. Source: 2016-06 APS Performance Accountability

### APS Investigation Timeframes— In Ready for Review Status (3 Month period)

#### **Strengths/Opportunities:**

April 2016: 100% for P1 timeframes into ready for review status and around 90% for P2 and P3.

May 2016: P1's and P2's remained consistent for ready for review status while P3 timeframes dropped to 83.3%.

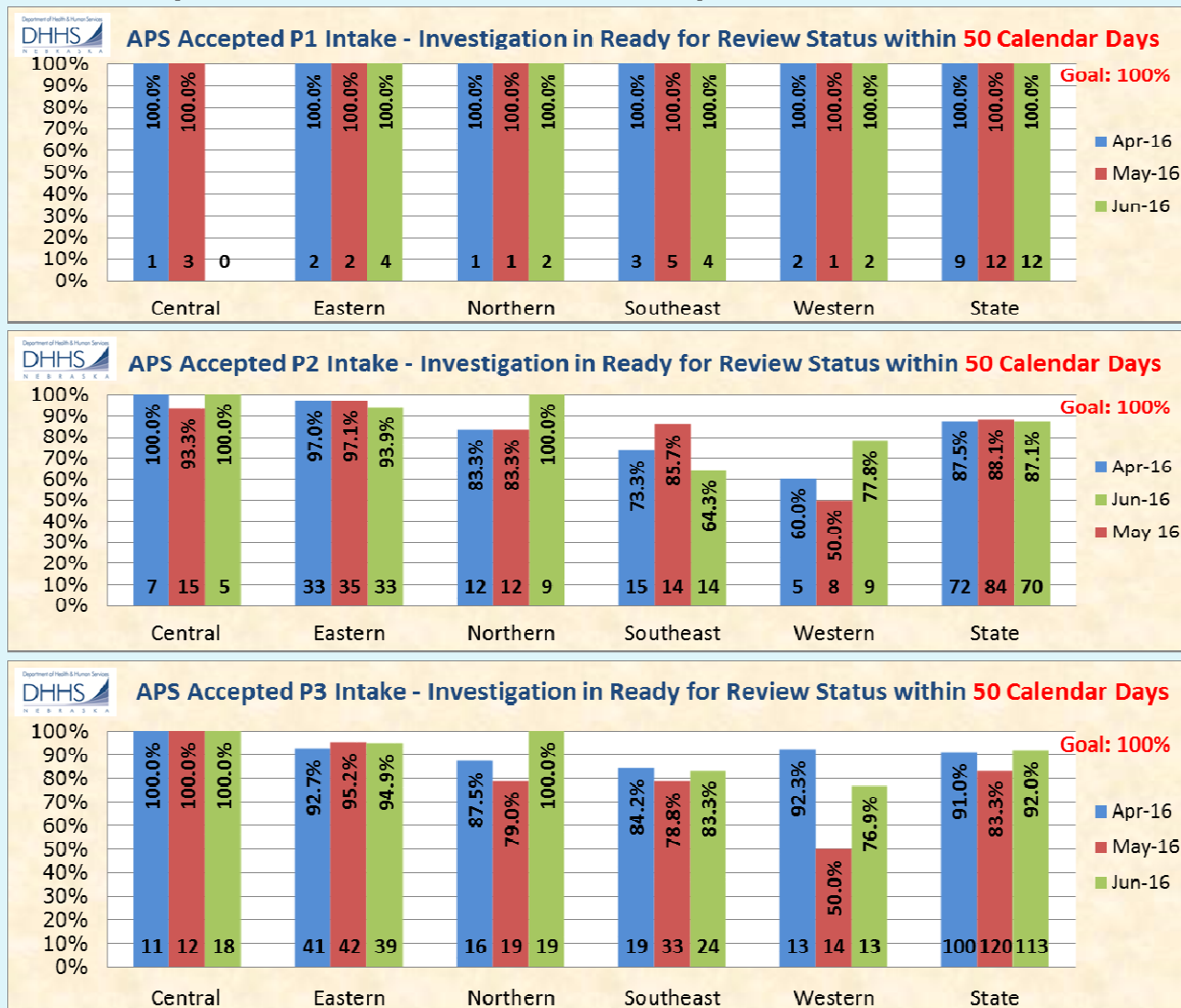
June 2016: P1 and P2 timeframes remained the same, while P3 timeframes increased.

#### **Barriers:**

Financial exploitation cases are considered a barrier to achieving this measure due to the time requirements involved in that type of investigation.

*Note: Exceptions to finalization timeframes are not reflected in the charts.*

### Is the APS worker submitting their draft APS Investigation to their supervisor for review within the expected timeframes?



**Data Review Frequency: Monthly**

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-06 APS Performance Accountability

Data in the charts is shown for April 2016 to allow intakes up to 60 days for finalization.

APS Investigation Timeframes— In Final Status from Ready for Review (3 Month Period)

### Strengths/Opportunities:

April 2016: Decrease in P1 and P3's being finalized within 10 days after ready for review status, with an increase in P2's statewide.

May 2016: Increase statewide in all 3 priority areas!

June 2016: All three areas had the supervisor finalize the investigation within 10 days of ready for review!

### Barriers:

### Action Items:

## Is the APS investigation finalized by the APS Supervisor within 10 calendar days after it is submitted by the worker?



**Data Review Frequency: Monthly**

Note: Measures are from the APS Performance Accountability report on Infolivew. Source: 2016-05 APS Performance Accountability

Data in the charts is shown for April 2016 to allow intakes up to 60 days for finalization.

### APS Investigation Timeframes – In Final Status from Intake (3 Month Period)

#### Strengths/Opportunities:

April 2016: Decrease in P1's being finalized within 50 days with an increase in P2's. P3 timeframes remained the same.

May 2016: Increase in P1 and P2 timeframes with a slight decrease in p3 timeframes for finalization.

June 2016: Increase in P2 and P3 finalization time frames while P1's remained at 100%.

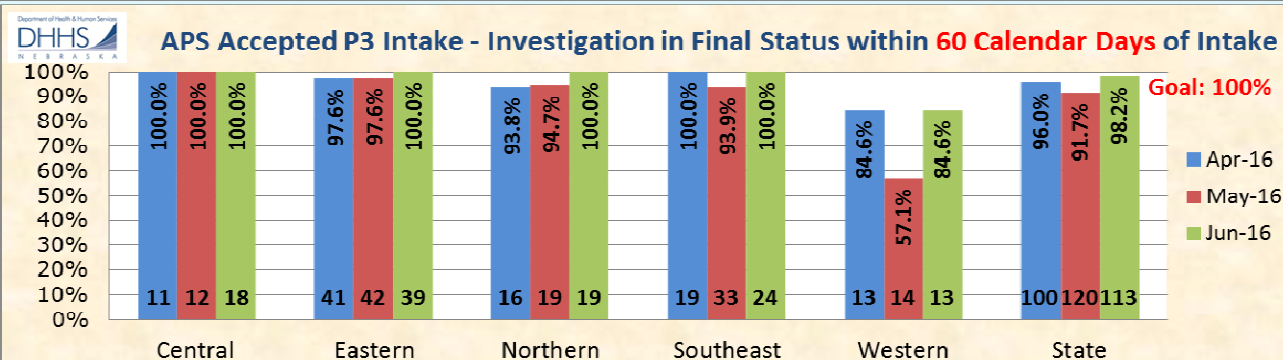
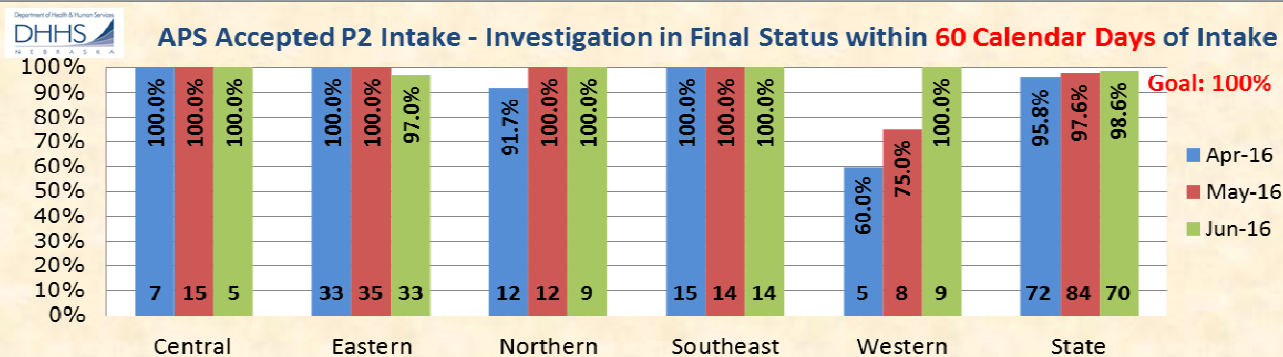
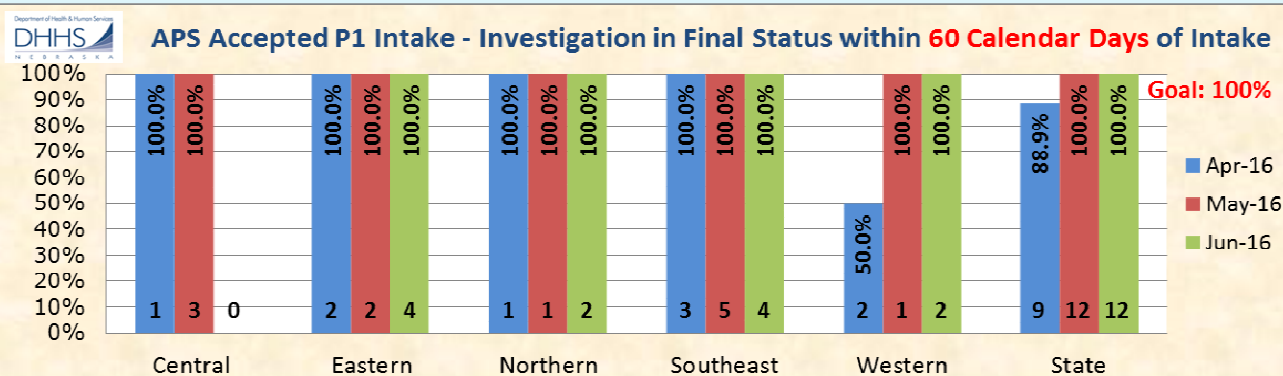
#### Extensions granted for intakes accepted in April 2016:

Extension Type	CSA	ESA	NSA	SESA	WSA
Invest. Timeframe	0	3	4	1	7
Admin. Intake	0	0	0	0	0
Law Enforce. Hold	0	0	0	0	0
<b>TOTAL EXTENSIONS</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>7</b>

This data is measured for intakes accepted in April 2016.

Data Review Frequency: Monthly

### Are APS investigations finalized within priority timeframes after the intake was accepted?



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016 – 05 APS Performance Accountability

Data in the charts is shown for April 2016 to allow intakes up to 60 days for finalization.

### Monthly Contact – Open APS Cases (Current Report Month)

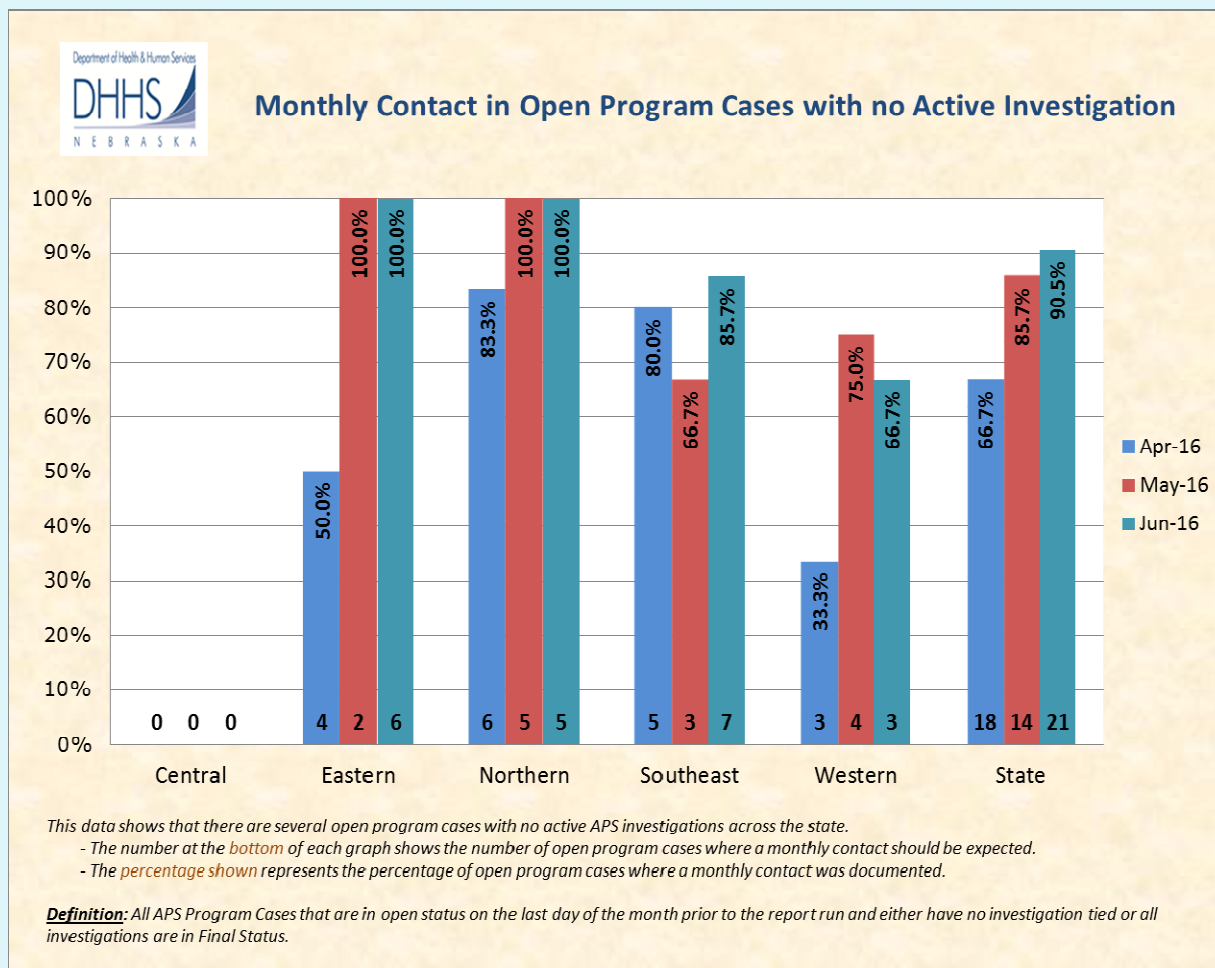
#### Strengths/Opportunities:

June 2016: Statewide increase to 90.5% of open cases had a face to face contact documented.

#### Barriers:

#### Action Items:

### Are monthly contacts being documented on open APS program cases with no current investigation?



**Performance Standard:** In open program cases with no investigation tied or all investigations in final status, the expectation is one documented face to face contact with the adult(s) per month.

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-06 APS Performance Accountability

**Data Review Frequency: Monthly**



## APS Quality Measures – Statewide (Quarterly Review)

### Strengths/Opportunities:

March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.

June 2016: 287 APS QA reviews were completed in June 2016.

### Barriers:

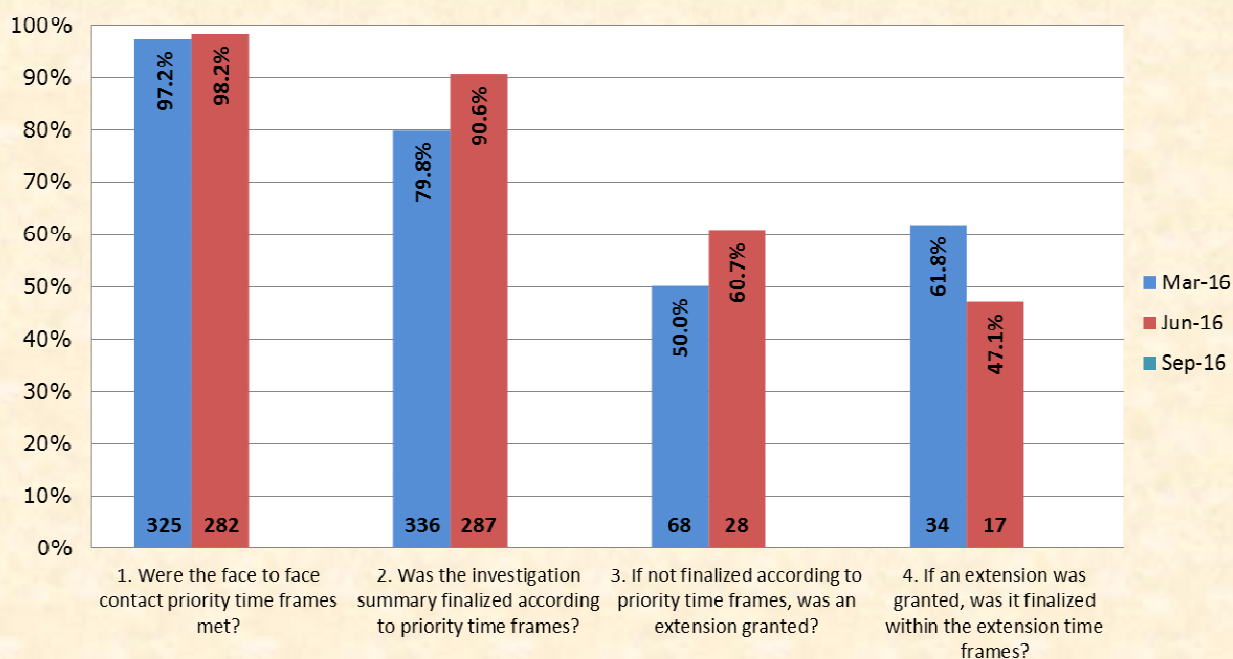
### Action Items:

## Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



### Statewide - APS Investigation Summary Quality Reviews

#### Demographics & Timeliness



*This chart illustrates the percentage achieved of four measures that are part of the APS QA Reviews. The APS QA reviews are completed on a random sample of all the APS Investigation Summaries that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Investigation Summary QA on March 1st, 2016.*

**Number of APS QA Reviews by Quarter:** March 2016 = 336 reviews, June 2016 = 287 reviews

**Data Review Frequency: Monthly**

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

## APS Quality Measures – Statewide (Quarterly Review)

### Strengths/Opportunities:

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June 2016: 287 APS QA reviews were completed in June 2016.

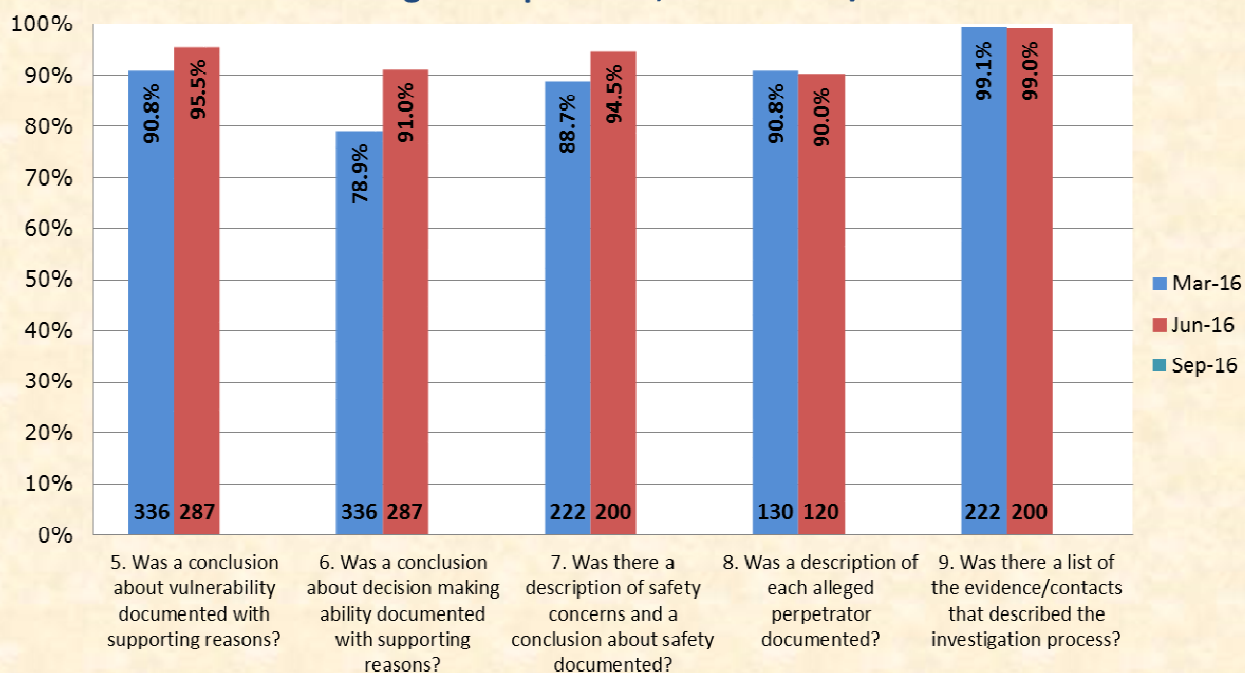
### Barriers:

### Action Items:

## Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



### Statewide - APS Investigation Summary Quality Reviews Alleged Victim, Safety Response, Alleged Perpetrator, & Evidence/Contacts



*This chart illustrates the percentage achieved of four measures that are part of the APS QA Reviews. The APS QA reviews are completed on a random sample of all the APS Investigation Summaries that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Investigation Summary QA on March 1st, 2016.*

**Number of APS QA Reviews by Quarter:** March 2016 – 336 reviews, June 2016 – 287 reviews

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

**Data Review Frequency: Monthly**

## APS Quality Measures – Statewide (6 Month Period)

### Strengths/Opportunities:

March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.

June 2016: 287 APS QA reviews were completed in June 2016.

### Barriers:

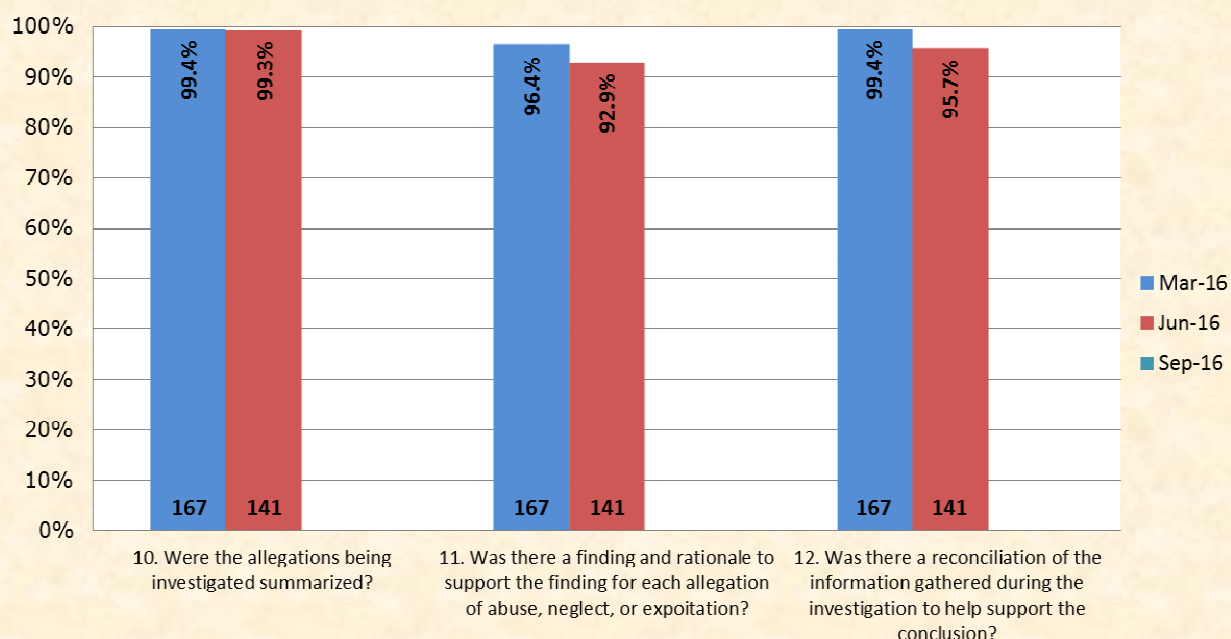
### Action Items:

## Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



### Statewide - APS Investigation Summary Quality Reviews

#### Maltreatment



*This chart illustrates the percentage achieved of four measures that are part of the APS QA Reviews. The APS QA reviews are completed on a random sample of all the APS Investigation Summaries that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Investigation Summary QA on March 1st, 2016.*

**Number of APS QA Reviews by Quarter:** March 2016 = 336 reviews, June 2016 = 287 reviews

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

**Data Review Frequency: Monthly**



## CHAPTER 3: Workforce Stability

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- **OUTCOME STATEMENT: THE ADULT PROTECTIVE SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED, AND SUPPORTED.**
- **Goal Statement #1: Reduce staff turnover**
- **Goal Statement #2: Provide for ongoing training for staff that addresses the skill and knowledge base needed to carry out their duties**
- **Goal Statement #3: Supervisory staff will be well trained and provide overall leadership for workers**

## APS Intake Trends by Service Area (Past 12 Months)

### Strengths/Opportunities:

June 2016: CSA, NSA, ESA, and WSA have decreasing trends over the past 12 months while SESA is slightly increasing.

### Barriers:

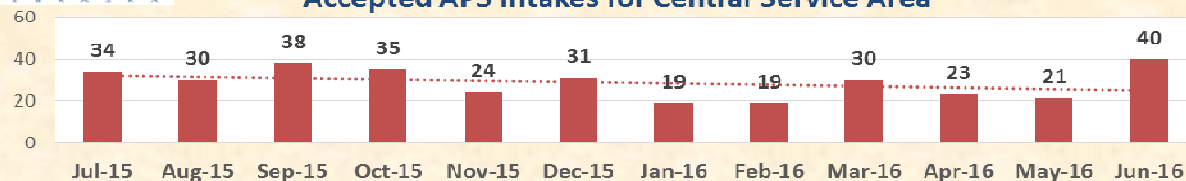
### Action Items:

This data includes multiple reporter intakes.

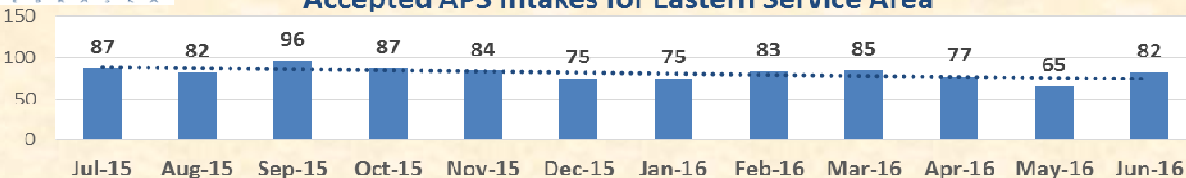
What are the current trends for accepted Adult Protective Services intakes for each Service Area for the past 12 months?



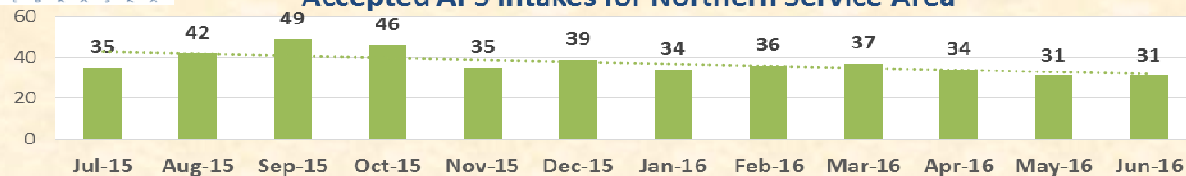
Accepted APS Intakes for Central Service Area



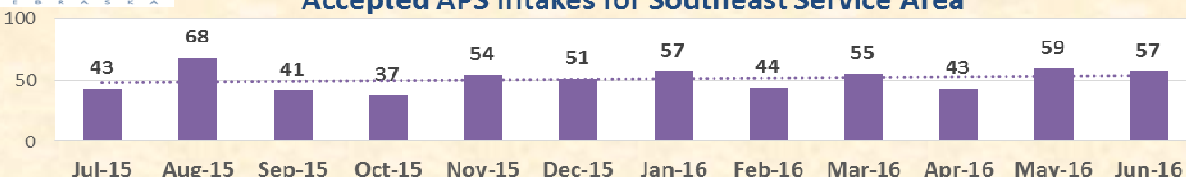
Accepted APS Intakes for Eastern Service Area



Accepted APS Intakes for Northern Service Area



Accepted APS Intakes for Southeast Service Area



Accepted APS Intakes for Western Service Area



Data Review Frequency: Monthly

Source: 2016-05 Intake QA Report

### APS Staff Vacancy Rate (6 Month Period)

#### **Strengths/Opportunities:**

June 2016: Higher percentage of full case load staff compared to previous months.

#### **Barriers:**

#### **Action Items:**

*\*Planned:* In the future, APS Staff could have their own classification.

**How many APS positions were available for a full case load and how many positions were in Trainee status in a given month?**

APS Positions (Full Case Load) by Service Area						
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
CSA	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%
ESA	11/11, 100%	11/11, 100%	11/11, 100%	11/11, 100%	9/11, 81.8%	9/11, 81.8%
NSA	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%
SESA	7/7, 100%	6/7, 85.7%	5/7, 71.4%	6/7, 85.7%	6/7, 85.7%	7/7, 100%
WSA	3/4, 75.0%	3.5/4, 87.5%	3/4, 75.0%	3.5/4, 87.5%	3.5/4, 87.5%	3.5/4, 87.5%
<b>Total</b>	<b>30/31, 96.8%</b>	<b>29.5/31, 95.5%</b>	<b>28/31, 90.3%</b>	<b>29.5/31, 95.5%</b>	<b>27.5/31, 88.7%</b>	<b>28.5/31, 91.9%</b>

APS Positions (Trainee Status) by Service Area						
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
CSA	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%
ESA	0/11, 0.0%	0/11, 0.0%	0/11, 0.0%	0/11, 0.0%	2/11, 18.2%	2/11, 18.2%
NSA	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%
SESA	0/7, 0.0%	1/7, 14.3%	1/7, 14.3%	1/7, 14.3%	1/7, 14.3%	07/7, 100%
WSA	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%
<b>Total</b>	<b>0/31, 0.0%</b>	<b>1/31, 6.5%</b>	<b>1/31, 6.5%</b>	<b>1/31, 6.5%</b>	<b>3/31, 9.7%</b>	<b>2.5/31, 8.1%</b>

Source: Self-Report from all the Adult Protective Services Supervisors.

**Data Review Frequency: Monthly**

### Average Investigation Per APS Worker Per Month

#### **Strengths/Opportunities:**

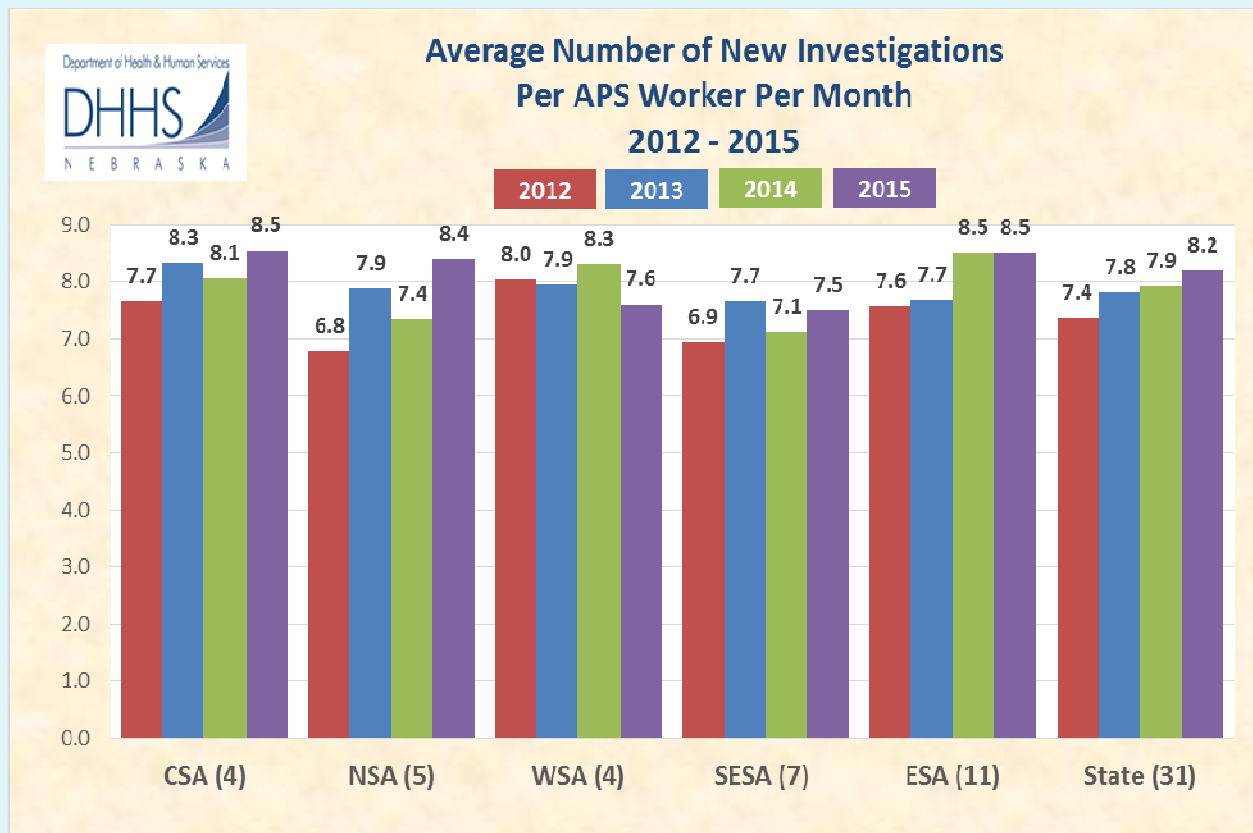
The average number of APS intakes per worker per month increased slightly from 2012 to 2013.

2014: The average number of intakes per worker increased from 2013, but several service areas decreased.

2015: The average number of intakes per worker per month increased in CSA, NSA, and SESA while ESA remained the same, and WSA saw a decrease in the average number. Statewide the average number of new intakes per worker per month increased to 8.2.

*Note: The number next to each service area represents the total allotted positions for the current year (2015).*

On average, how many investigations were completed by APS workers in each Service Area and how many of those investigations were for Self Neglect, APS, or Org. Related Intakes?



This data only represents new investigations. It does not reflect the number of ongoing cases managed by APS.

**Data Review Frequency: Monthly**

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